

Request for Proposals Data Coordination Services



CITY OF CLEVELAND
Mayor Frank G. Jackson

Issued by the Department of Public Safety

August 26, 2016

Schedule of Critical Dates:

- a. **Proposal Is Due At The Division of Information Technology & Services: Friday, September 23, 2016 BY 12:00 P.M. EST**
- b. **Pre-Proposal Vendor Conference: Tuesday, September 13, 2016 AT 1:00 P.M. EST,**
- c. **Last Day to Submit Provider Questions: Thursday, September 15, 2016 By 4:00 P.M. EST**

LATE PROPOSALS WILL NOT BE ACCEPTED

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I. Cover Letter

August 26, 2016

Dear Invited Proposer:

The City of Cleveland (City), Division of Police, through its Director of Public Safety (Director), is soliciting proposals from qualified individuals or firms having experience in working with law enforcement/criminal justice system data, evaluating program impact and outcomes, and producing reports.

A pre-proposal conference will be held at Cleveland City Hall, 601 Lakeside Avenue Room 514, Cleveland, OH 44114 on Tuesday September 13, 2016 at 1p.m., Eastern Time. At or before the conference, interested parties may submit or ask questions pertaining to the enclosed Request for Proposals (“RFP”) and the services desired. Proposers are encouraged to attend the conference although attendance is not mandatory.

If your firm is interested, please submit to the City no later than 12:00 P.M., Eastern Time, on September, 23, 2016, an original and five (5) complete duplicates of your proposal, in hard copy and an electronic copy on a USB or CD-ROM..

No proposals will be accepted after that date and time unless the City extends the deadline by a written addendum.

Sealed proposals may be mailed or hand delivered to the address below and must be identified on the outside of the envelope(s) as: “Response to RFP Data Coordination Services for the City of Cleveland”. Faxed or E-Mailed submissions will not be accepted.

Division of Information Technology & Services, 4th Floor
City of Cleveland, Department of Finance
205 W. Saint Clair
Cleveland, OH 44113

The City reserves the right to reject any or all proposals or portions of them, to waive irregularities, informalities, and technicalities, to re-issue or to proceed to obtain the service(s) desired otherwise, at any time or in any manner considered in the City’s best interests. The Director may, at his/her sole discretion, modify or amend any provision of this notice or the RFP.

Should you have any questions regarding this solicitation please contact Kimberly Roy Wilson at 664-7056.

II. Introduction

The City of Cleveland (City), Department of Public Safety, division of Police (CDP) is requesting proposals from qualified individuals or firms having experience in working with law enforcement/criminal justice system data, evaluating program impact and outcomes, and producing reports. The successful proposer using available data from systems, processes and data points established in the United States v. City of Cleveland Consent Decree is expected to cross reference, identify sources of data, identify gaps and redundancies between the different data sets and establish best practices on data collection procedures.

By collaborating with the city's business and technical stakeholders, the successful proposer will be required to create data mapping specifications and protocols that assists the Division of Police in capturing data in support of consent decree requirements.

The ultimate outcome of this project is to use identified data provided by an expert analyst for improvement in Constitutional Policing in the Department of Public Safety, Division of Police.

The tasks associated with this project are of a highly confidential, complex nature and include maintaining the integrity of files that deal with sensitive information. The successful proposer shall not publish or present findings in any publication or forum. The successful proposer agrees that all staff working on the data analysis and review are independent of any outside groups or agencies. The proposer consents that the individual professionals assigned to this engagement will keep the data confidential and not release the data/measurements to the public, other entities within the entity, or other agencies/entities without the consent of the City of Cleveland, Division of Police.

Pre-Proposal Conference

A pre-bidder's conference will be held at Cleveland City Hall, 601 Lakeside, Avenue Room 514, Cleveland, OH 44114 on Tuesday, September 13, 2016 at 1:00 p.m. Eastern Standard/Daylight Time.

At or before the conference interested parties may submit or ask questions pertaining to this Request for Proposals ("RFP") and the services desired.

For reasons of security, those planning to attend the pre-proposal conference must register by 4:00 p.m. Eastern Time on Monday September 12, 2016 by calling (216) 664-7056 or by e-mail to KRoyWilson@city.cleveland.oh.us.

Prospective proposers are encouraged to attend the conference although attendance is not mandatory. A photo ID is required to attend the conference.

Proposal Packets are Due:

Friday, September 23, 2016 at 12:00P.M.

Each firm shall submit an original, five (5) complete proposal copies, and an electronic copy on USB or CD-ROM, to the Division of Information Technology & Services, 4th Floor no later than 12:00 P.M. Eastern Time on Friday September 23, 2016.

No proposals will be accepted after that time unless the City of Cleveland extends the deadline by a written addendum.

All copies of the proposals must be under sealed cover (envelope or box) and plainly marked as "Response to RFP Data Coordination Services for the City of Cleveland"

Proposals shall be hand delivered or mailed to:

Kimberly Roy Wilson
Division of Information Technology & Services, 4th Floor
City of Cleveland, Department of Finance
205 W. Saint Clair
Cleveland, OH 44113

Faxed or E-Mailed submissions will not be accepted.

The City reserves the right to reject any or all proposals or portions of them, to waive irregularities, informalities, and technicalities, to re-issue or to proceed to obtain the service(s)

This request for proposal (RFP) document is the property of the City Of Cleveland. It contains certain information about the business of the City. It may not be altered, without written express permission of the City.

desired otherwise, at any time or in any manner considered in the City's best interests. The Director may, at his/her sole discretion, modify or amend any provision of this notice or the RFP.

III. Background Information

The City of Cleveland is a mid-western city located on Lake Erie. It is comprised of approximately 77 square miles with a population of approximately 400,000. The City of Cleveland is protected and served by the Cleveland Division of Police (CDP). The CDP has 1520 police officers and 245 civilian employees.

The City of Cleveland is divided into five districts for policing purposes with its headquarters located in downtown Cleveland.

The Division of Police also has many specialized units that follow up on crime in the neighborhoods. Many of these units are located in the headquarters building. The CDP is assisted by a Public Safety IT unit that falls under the City's IT Department.

In 2015, The City of Cleveland, Division of Police negotiated a Settlement Agreement with the Department of Justice, United States of America v. City of Cleveland, Case no. 1:15-cv-01046.

<http://www.city.cleveland.oh.us/CityofCleveland/Home/Government/CityAgencies/PublicSafety/Police/PoliceSettlementAgreement>

IV. Scope of Services

The proposer shall compile the data into monthly reports, with the occasional requirement of ad hoc reporting. The proposer is required to meet or exceed the following objectives:

RFP Objectives

- Identify and validate meaningful (data) indicators than can be used to accomplish the monitoring activities under the consent decree.
- Assisting the City with collecting data and statistics using quantitative and qualitative methodologies.
 - Cleansing
 - Validation
 - Profiling/Coding
- Respond to ad hoc requests for information and analytical reports
- Identify relationships between key concepts
- Communicate data requirements in a well-organized way
- Resolve data quality issues for data migration or integration
- Collaborate with technical stakeholders to ensure your data modeling translates well to database design.
- Establish a solid conceptual foundation for data modeling.
- Assist CDP and the Information Technology Division (IT) in guiding both Divisions in the initial set up of gathering the required information in the correct format needed to analyze and hire a data analyst team.
- Cross reference, identify sources of data, gaps and redundancies between the different data sets and establish best practices on data collection procedures.
 - Identify what existing information does the CPD not have access to that they would like to begin to electronically receive
 - Who owns this information
 - What system stores this information today
 - Where would this information be sent (e.g. to what system)

The City reserves the right to modify the scope of services at any time before execution of a contract to add, delete, or otherwise amend any item(s), as it deems necessary, in its sole judgment, and in the best interest of the City.

V. Deliverables

The Consultant must provide the following Deliverables referenced below:

- Update
 - Monthly progress reports, including at a minimum, current project status, findings, feedback, potential barriers and/or challenges.
- Reports
 - Operational reports: a quick overview and visibility of daily operations and regular activities.
 - Analytical reports for top management: based on periodic and aggregated data for strategic decision making at top management level
 - Prepare charts, graphs, maps, and written reports on complex and detailed statistical analysis on a monthly basis
- Establish data mapping specifications that will analyze on a field-by-field basis, data points.
 - List of attributes for the original source of data
 - A corresponding (or “mapped”) list of attributes for the target data repository
 - Translation rules defining any data manipulation that needs to happen as information moves between the two sources, such as setting default values, combining fields, or mapping values
- Create a document that lists each indicator and explains its usefulness for various monitoring needs.
 - List various data types/contexts alongside indicators with an explanation of how the indicators can be used, including their strengths and weaknesses, and what other factors should be considered
- Develop a list of limitations of the available data and any issues that require clarification.
- Develop data mapping spreadsheet format documenting the business concerns for migrating data
- Develop industry standard data collection best practices for the Division of Police

VI. Proposal Requirements

A. Submission of Proposal

Each proposer shall submit its proposal(s) in the number, form, and manner, and by the date and time and at the location required in the section above.

1. Each Proposer shall provide all information requested in this Request for Proposal. The proposer must organize its proposal package to address each of the elements in this RFP in the order listed in Section Proposal Contents. The proposer should carefully read all instructions and requirements and furnish all information requested. If a Proposal does not comply with all terms, conditions, and requirements for submittal, the City may consider it unacceptable and may reject it without further consideration.
2. The City wishes to promote the greatest feasible use of recycled and environmentally sustainable products and to minimize waste in its operations. To that end, all proposals should comply with the following guidelines: Unless absolutely necessary, copies should minimize or eliminate use of non-recyclable or non-re-usable materials. Materials should be in a format permitting easy removal and recycling of paper. A proposer should, to the extent possible, use products consisting of or containing recycled content in its proposal including, but not limited to, folders, binders, paper clips, diskettes, envelopes, boxes, etc. Do not submit any or a greater number of samples, attachments or documents not specifically requested.
3. If you find discrepancies or omissions in this RFP or if the intended meaning of any part of this RFP is unclear or in doubt, send a written request for clarification or interpretation to:

Kimberly Roy Wilson
 Division of Information Technology & Services, 4th Floor
 City of Cleveland, Department of Finance
 205 W. Saint Clair
 Cleveland, OH 44113

Written questions should be submitted no later than Thursday September 15, 2016. Requests for clarification or interpretation may be submitted via e-mail to KRoyWilson@city.cleveland.oh.us.

B. The City's Rights and Requirements

1. The Director, at his/her sole discretion, may require any Proposer to augment or supplement its proposal or to meet with the City's designated representatives for interview or presentation to further describe the Proposer's qualifications and

capabilities. The requested information, interview, meeting, or presentation shall be submitted or conducted, as appropriate, at a time and place the Director specifies.

2. The City reserves the right, at its sole discretion, to reject any proposal that is incomplete or unresponsive to the requests or requirements of this RFP. The City reserves the right to reject any or all proposals and to waive and accept any informality or discrepancy in the proposal or the process as may be in the City's best interest.

3. **Proposal as a Public Record**

Under the laws of the State of Ohio, all parts of a proposal, other than trade secret or proprietary information and the fee proposal may be considered a public record which, if properly requested, the City must make available to the requester for inspection and copying. Therefore, to protect trade secret or proprietary information, the Proposer should clearly mark each page – but only that page – of its proposal that contains that information. The City will notify the proposer if such information in its proposal is requested, but cannot, however, guarantee the confidentiality of any proprietary or otherwise sensitive information in or with the proposal. Blanket marking of the entire proposal as “proprietary” or “trade secret” will not protect an entire proposal and is not acceptable.

4. **Term of Proposal's Effectiveness**

By submission of a proposal, the Proposer agrees that its proposal will remain effective and eligible for acceptance by the City until the earlier of the execution of a final contract or 180 calendar days after the proposal submission deadline (the “Proposal Expiration Date”).

5. **Execution of a Contract**

The Successful Proposer shall, within ten (10) business days after receipt of a contract prepared by the City Director of Law, exclusive of Saturdays, Sundays and holidays, execute and return the contract to the City together with evidence of proper insurance and intent to conform to all requirements of the contract. (Attached here to or which are a part hereof and all applicable federal, state and local laws and ordinances prior to or at the time of execution of the contract.)

6. **Short-listing**

The City reserves the right to select a limited number (a “short list”) of Proposers to make an oral presentation of their qualifications, proposed services, and capabilities. The City will notify the Proposers selected for oral presentations in writing.

7. **Proposer's Familiarity with RFP; Responsibility for Proposal**

By submission of a proposal, the Proposer acknowledges that it is aware of and understands all requirements, provisions, and conditions in and of this RFP and that its failure to become familiar with all the requirements, provisions, conditions, and information either in this RFP or disseminated either at a pre-proposal conference or by addendum issued prior to the proposal submission deadline, and all circumstances and conditions affecting performance of the services to be rendered by the successful proposer will not relieve it from responsibility for all parts of its Proposal and, if selected for contract, its complete performance of the contract in compliance with its terms. Proposer acknowledges that the City has no responsibility for any conclusions or interpretations made by Proposer on the basis of information made available by the City. The City does not guarantee the accuracy of any information provided and Proposer expressly waives any right to a claim against the City arising from or based upon any incorrect, inaccurate, or incomplete information or information not otherwise conforming to represented or actual conditions.

8. **Interpretation**

The City is not responsible for any explanation, clarification, interpretation, representation or approval made concerning this RFP or a Proposal or given in any manner, except by written addendum. The City will mail, e-mail, or otherwise deliver one copy of each addendum issued, if any, to each individual or firm that requested and received a RFP. Any addendum is a part of and incorporated in this RFP as fully as if originally written herein.

C. **Anticipated Proposal Processing**

The City of Cleveland Division of Police anticipates it will - but neither promises nor is obligated to - process proposals received according to the following schedule:

Event	Date/Deadlines
Issue Request For Proposals	Friday August 26, 2016
Pre-proposal Conference	Tuesday September 13, 2016
Deadline for Submitting Questions	Thursday September 15, 2016
Deadline for Submitting Proposal	Friday September 23, 2016

Qualification for Proposal

- A. Each prime Proposer, regardless of the form of its business entity, must meet the following requirements. Failure to meet all requirements may be cause for rejection of a proposal. If proposer is a partnership or a joint venture, at least one general partner or constituent member must meet the requirements. Each proposer must:

Refer to APPENDIX C and APPENDIX D for the following:

1. Provide evidence that it has a minimum of 7 continuous years of experience in providing and implementing the required services and deliverables described in this RFP.
2. Be authorized to conduct business in the State of Ohio, County of Cuyahoga and the City of Cleveland.
3. Possess or demonstrate it qualifies for all applicable licenses, certificates, permits, or other authorizations required by any governmental authority, including the City, having jurisdiction over the operations of the successful proposer and the proposed services.
4. Submit with its proposal at least three (3) written, verifiable, references dated within the last three months from clients for which the proposer has rendered services substantially similar to those sought by this RFP, and recommending proposer for selection for such services.

VII. Proposal Contents

Each proposal shall include the following parts in the below order. Please separate and identify each part by tabs for quick reference. Each proposal should be organized so as to facilitate its evaluation.

A. Cover Letter

The cover letter shall identify and introduce the Proposer and provide other general information about Proposer's business organization including, at least, in one or more attachments or in the Proposal, Proposer's name, principal address, federal ID number, telephone and facsimile numbers, and e-mail address.

If a corporation, provide the state of incorporation, and the full name, title, and experience of each high level corporate officer. If the Proposer is not an Ohio corporation, please state whether or not the Proposer is qualified to do business in the State of Ohio as a foreign corporation. A foreign corporation must provide evidence, prior to execution of a contract, that is qualified to do business in the State of Ohio or it must register with the Ohio Secretary of State.

If the Proposer is a sole proprietorship, state the name of the proprietor doing business.

If a partnership, state the full name, address and other occupation, if any, of each partner; whether the partner is a general or limited partner, and whether active or passive; state each partner's experience and the proportionate share of the business owned by each partner.

If a joint venture, state the name of each firm participating in the joint venture and each principal officer of each firm; each officer's experience and the proportionate share of the joint venture owned by each joint venture partner.

B. Executive Summary

The Executive Summary should provide a complete and concise summary of Proposer's background, area(s) and level(s) of expertise, relevant experience and ability to meet the requirements of this RFP. The Executive Summary should briefly state why Proposer is the best candidate for the engagement. The Summary should be organized so it can serve as a stand-alone summary apart from the remainder of the proposal.

C. Exceptions

Proposer shall itemize any exceptions it has to the RFP. If it has no exceptions to or deviations from any part of this RFP, it shall so state on an "Exceptions" page. If no deviations or exceptions are identified, Proposer understands that if the City accepts the Proposer's proposal, it must comply with and conform to all of the requirements of the RFP.

D. Qualifications

In the Qualifications section, each Proposer should state in detail its qualifications, and experience, and how its services and/or products are unique and best suited to meet the requirements and intent of this RFP. Proposer may include as much information as needed to differentiate its services and product(s) from other Proposers.

At a minimum, please include the following:

1. How Proposer meets or exceeds e qualifications;
2. A description of the nature of the firm's experience in providing the service(s) and/or product(s) sought by this RFP and state the number of persons currently employed for such purpose;
3. The total number of such engagements and the clients comparable to the City for which the firm has provided like or similar services within the last five (5) years;
4. The names and addresses of at least three (3) references for the firm's professional capabilities. Include the name, e-mail address, and telephone number of a contact person.

E. Proposed Services

1. Proposer shall describe in detail how Proposer's management and operating plan for delivery of the services for the engagement or project will achieve the intent and goal(s) of the RFP. In its response to this sub-section, Proposer shall provide or describe:
 - a. An organizational chart specific for the proposed engagement or project;
 - b. Resumes of key management personnel;
 - c. An operational plan describing in detail how Proposer will achieve the intent and purpose(s) of the engagement or project;
 - d. If applicable, a detailed description of the professional services/training to be provided;
 - e. Project management tools to be used in implementation;

2. Environmental Sustainability

Describe how the proposed services/project/solution incorporate environmental sustainability

F. Fee Proposal

Proposer should submit its fee proposal for all its services in a separately sealed envelope clearly marked on the outside. Itemize the fee by project phase or other divisible unit completed, in dollars and percentage, or by deliverable. Proposer shall provide its best estimate of expenses including, but not limited to, travel and associated expenses. No qualification of the financial offer will be accepted. The fee proposal shall be a firm and final amount including the costs and expenses for all anticipated services.

G. Additional Required Documents

Proposer shall complete, execute, and return with its proposal the following documents, blank copies of which are attached to this RFP:

1. The Office of Equal Opportunity *Notice to Bidders and Schedules*;
2. Federal *Form W-9* including Taxpayer Identification Number;
3. *Non-Competitive Bid Contract Statement for Calendar Year 2016*

VIII. Proposal Evaluations

A. Evaluation Methodology

The City department/division issuing this RFP will evaluate each proposal submitted. The department will present its recommendations to the City Board of Control (“Board”). The Board may, but shall not be obligated to, entertain formal presentations. The Board may approve one or more contracts to one or more firms. The City will only consider proposals that are received on or before the proposal submission deadline, and which meet all the requirements of this RFP. The City reserves the right to request a “best and final offer” from Proposers meeting the minimum requirements.

B. Scoring of Proposals

The City will score each Proposal in each of the following categories:

1. Experience with Law Enforcement & Criminal Justice Data Collection and Reporting
2. Qualifications and Experience of Personnel Assigned
3. Methodology of conducting data mapping
4. Risk assessment and mitigation plan for task
5. Methodology for organization, management and quality assurance
6. Sustainability
7. Schedule/Timeline
8. /CSB/MBE/FBE/ACDBE/DBE

The ratings are not intended or to be interpreted as a reflection of a Proposer’s professional abilities. Instead, they reflect the City’s best attempt to quantify each Proposer’s ability to provide the services sought by the City and to meet the specific requirements of this RFP, for comparison purposes.

C. Disqualification of a Proposer/Proposal

The City does not intend by this RFP to prohibit or discourage submission of a proposal that is based upon a Proposer’s trade experience in relation to the nature or scope of work, services, or product(s) described in this RFP or to prescribe the manner in which its services are to be performed or rendered.

The City will not be obligated to accept, however, significant deviations from the work or services sought by this RFP, including terms inconsistent with or substantially varying from the services or the financial and operational requirements of the RFP, as determined

solely by the City. The City reserves the right to reject any proposal that does not furnish or is unresponsive to the information required or requested herein. The City reserves the right to reject any proposal or to waive or to accept any deviation from this RFP or in any step of the proposal submission or evaluation process so as to approve the award of the contract considered in the City's best interest, as determined in the City's sole discretion.

Although the City prefers that each Proposer submit only one proposal including all alternatives to the proposal that the Proposer desires the City to consider, it will accept proposals from different business entities or combinations having one or more members in interest in common with another Proposer. The City may reject one or more proposals if it has reason to believe that proposers have colluded to conceal the interest of one or more parties in a proposal, and will not consider a future proposal from a participant in the collusion. In addition, the City will not accept a proposal from or approve a contract to any Proposer that is in default as surety or otherwise upon an obligation to the City or has failed to perform faithfully any previous agreement with the City, or is currently in default under any agreement with the City.

The City reserves the right to reject any or all proposals. Failure by a Proposer to respond thoroughly and completely to all information and document requests in this RFP may result in rejection of its proposal. Further, the City reserves the right to independently investigate the financial status, qualifications, experience, and performance history of a Proposer.

The City reserves the right to cancel the approval or authorization of a contract award, with or without cause, at any time before its execution of a contract and to later enter into a contract that varies from the provisions of this RFP, if agreed to by another Proposer.

IX. Appendices

APPENDIX A: City of Cleveland Contract Compliance Forms